SED
Software Engineering Division

Software Engineering Division
Employee Handbook
December 2008

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AWARDS

Excellence Awards

SED

SED Excellence Award is an annual award for Engineering Excellence. Nominations are solicited in April and the winners of the Division award are put forward for nomination in the Directorate Excellence Awards. A maximum of 2 Engineers and 1 Contractor will be selected. The recipients will become nominees for the AETD Excellence Awards.

Criteria: The recipients should exemplify commitment to excellence, creativity, dedication, and personal integrity in providing outstanding support to Goddard's mission. All grade levels will be considered for non-supervisory employees. Evaluation would be relative to the requirements, scope, responsibilities and duties of an individual's position. Nominations should focus on achievements within the last 3 years. Only contractors providing engineering/technician support to the AETD are eligible for the Contractor Excellence Award.

A committee consisting of the Division Chief (Chair) and a minimum of four representatives (half to be non-managers) will make the selections.

AETD**

****Individuals cannot receive an award in the same category in consecutive years**

AETD Excellence awards: Will be presented to a maximum of 2 Engineers, 1 Contractor, 1 Technician, 1 Professional Administrative, and 1 Clerical.

Criteria: The recipients of the AETD Excellence Awards should exemplify commitment to excellence, creativity, dedication, customer service, and personal integrity in providing outstanding support to Goddard's mission. All grade levels will be considered for non-supervisory employees. Evaluation will be relative to the requirements, scope, responsibilities, and duties of an individual's position. Nominations should focus on achievements within the last 3 years. Only contractors providing engineering/technician support to AETD are eligible for the Contractor Excellence Award.

Recipients of the Divisions' Excellence Awards will be the only nominees for these categories.

Professional Administrative and Clericals: All AETD employees may submit nominations for the Professional Administrative and Clerical categories directly to AETD

Other categories are added at AETD's discretion. Details and criteria are supplied with the call for nominations.

Performance Awards

Performance awards types are time-off, special act, or quality step increase. Determination of type of performance award will be made by the supervisor. Notification of impending performance awards are made via email from the supervisor. The email includes type of award and amount of time-off or cash. Cash award the amounts reflected in the paycheck will be less than the amount noted in the email as taxes will be taken out.

Time-off Awards

Any time off awards that earned will be reflected in WebTADS under the leave balance category. The easiest way to get to it is to log into WebTADS and click on the "Leave Balance" link in the top right side of the screen. To use a time off award add the leave category of TOA-Time off Award to the timesheet. Refer to payroll section for further details.

Special Act

Special act awards are cash or time off awards for a one time special event above and beyond the employee's normal duties.

Quality Step Increase (QSI)

Quality step increase awards are given to employees who show continuing high performance above and beyond what is fully successful. Employee must have a "Distinguished" rating. If awarded a QSI management will process a personnel action to the NASA Shared Services Center (NSSC) to change the step.

Honor Awards

Requests for Goddard and NASA Honor Awards are sent out from the Awards Office on an annual basis. The exact timeframe changes from time to time. Employee can nominate anyone for one of these prestigious awards by simply filling out the nomination form and submitting it as directed prior to the deadline.

Other

There are several other Award calls that come out on a yearly basis, via email and GSFC announcements. Simply follow the instructions provided to nominate deserving peers by the deadline.

Awards Quick Reference

Excellence Awards
Center Awards office
Performance
- Time off
- Special Act
- Quality Step Increase

Honor Awards
GSFC
NASA

EMPLOYEE PERFORMANCE

Planning

Annual performance planning will be completed in coordination with the supervisor. Plans should be in place within 90 days of arrival as a new employee and then annually within 2 months of each appraisal period. The current performance cycle is from May 1 to April 30. It is important to get a place in place in a timely fashion. Sometimes there are changes that affect the plan. It is permissible to revisit the plan at any time during the performance year to make changes as necessary.

Mid-Terms

Midway through the annual appraisal period a mid-term is required to be completed. A meeting between employee and supervisor shall be scheduled to review the current plan, provide information on work completed up to that day and to discuss any developmental items. This is an excellent time to make any changes that have occurred.

Appraisal

Appraisals are completed for each employee on an annual basis. There are currently 5 possible ratings: Distinguished, Accomplished, Fully Successful, Needs Improvement, and Unacceptable. Ratings of Distinguished, Needs Improvement and Unacceptable require higher level concurrence. If an employee does agree with their supervisor's assessment of their rating, a request reconsideration can be submitted either at the time of the appraisal or within 30 days for GESTA Union employees or 15 days for AFGE Union and non-union employees.

Performance Management Quick Reference

Center Performance Management
Union Information (GESTA & AFGE)

EXIT CLEARANCE

When an employee decides to leave Goddard, from resignation to retirement, exit clearance forms are required. There are 2 forms that must be completed prior to the departure. On the last day the employee will meet Personnel and Security to turn in their forms and badge.

1. A Records Management Exit Clearance GSFC Form 22-68. This form must be completed before Records Management will sign off on Part II of the Goddard exit clearance form GSFC 22-17 GSFC Exit Clearance Form. Once the Form 22-68 is signed, it is given to the supervisor along with the GSFC Form 1726. The supervisor is responsible for completing Part II of GSFC Form 1726 (see item 2). Note that this process takes several days depending on availability of personnel who confirm the employees status in each numbered item.

2. GSFC Exit Clearance GSFC Form 17-26. Part II is filled out by the supervisor or their designee. Be sure to get it to them along with the GSFC 22-68 (item 1) at least 2 weeks prior to departure. Note that most of this form is filled out on the last work day. Employees can contact each area to be sure of procedures to get it done in a timely manner.

Exit Clearance Quick Reference

Records Management Exit Clearance GSFC Form 22-68
GSFC Exit Clearance GSFC Form 17-26

KEYS

Room Keys

If an employee is assigned to a new office or lab and requires a key, they will need to see the Branch secretary to get a key request form prepared. After it is signed by the appropriate person, it will need to be hand-carried to Security's key shop in Building 9. Do not sign the form before taking it to security. Be aware that there may not be a key available immediately. When this happens the employee will have to wait for a new key to be produced. The key shop will notify the employee when the key is available for pick up at a later date.

NTRs (New Technology Reports)

Definition

An NTR is a detailed disclosure of individual technologies or innovations. It is important that if an employee is developing a new type of technology that this technology is identified as being developed by NASA. If an employee discloses unprotected technology, the technology could be stolen. By reporting new technology at the appropriate time it is protected for the employee and NASA.

Submitting an NTR

To disclose a new technology start the process as soon as possible. If an employee is not sure if their technology should be disclosed, talk to Branch Management or the Division Assistant Chief for Technology. NTRs are input into an online system called eNTR. The Innovative Partnership Programs (IPP) Office, Code 504 runs the program and is available to help throughout the process. Details can be found on the IPP Website.

NTR Quick Reference

Submission via eNTR
IPP Office

PAPERS AND PUBLICATIONS

When an employee needs to publish or present any NASA developed or sponsored activity to anyone outside of Goddard, they need to have prior approval of the Branch, Division and Directorate. A NASA Form 1676, NASA Scientific and Technical Document Availability Authorization will need to be completed. This form is sometimes refered to as a "DAA form". The author is responsible for disclosing whether or not there is any proprietary information. A Goddard Form 25-49, "GSFC STI Public Disclosure Export Control Checklist" is also required. Once an employee has a final publication that needs approval, they need to provide a hard and electronic copy along with the completed forms to Branch secretary. The Branch secretary will review the paperwork for accuracy and prepare a route sheet for the entire package. This process usually takes 2 to 4 weeks to complete. If not submitted within this timeframe the employee may hand-carry the document. Ask the secretary to annotate, "call for pick up and a phone number" on the route sheet. Policies and forms are listed below and on the SED Website.

Papers and Publications Quick Reference

AETD Policy Letter
SED Process Flowchart
Form 1676 NASA Scientific and Technical Information (STI) Document Availability Authorization (DAA)
Export Control Form GSFC 25-49
Route Sheet

PAYROLL

WebTADS

Time cards are input electronically using the WebTADS system. Time cards are due on the second Wednesday of the pay period. (occassionally they are due early due to Holiday, email notification will be provided by the Center) The login is the employees unique GS number. To find this number, go to the NASA directory , input the employees name, select the employee. Scroll to the bottom of the listing to find the "Unique Identifier": GSxxxxx. The password the employees Birth date MM/DD/YYYY (01/15/1978). If this does not work, contact the payroll office at x6-5141.

Once access is available, the employee needs to ask the supervisor or project lead, what WBS (Work Breakdown Structure) labor accounting number their time should be charged to. Depending on the employees situation, they may have several WBS's and will need to split up their time accordingly. To add new WBS numbers, look above the days and weeks where it says Projects. Beside Project is the (add) button. Click on it, then input at least the first 6 numbers of the WBS provided and click search. Select the correct WBS (sometimes there are many WBS's in a particular project), be sure to check the hour type button. The default is REG but other options are available in the dropdown for teleworking, holiday hours etc. A comments area is available but is not required. If an employee wants to input a short note to help them determined which project the WBS is for, if it is not easily identifiable in the WBS description. Then select "add project" to the right. The screen will refresh but remain the same. The project number was added to the timecard. To get back to the timecard click on either the "my timesheet" button at the top or on the page icon right next to their name in the bar. The hours worked can now be added to the timecard. Be sure to click on update button. Note that next to the update button is an icon of dynamite. If the timecard is completed this icon will disappear. If the dynamite does not go away, look above or below the timecard for errors in red. If you cannot determine the problem contact the supervisor.

If an employee is going to be out for an entire pay period and does not have Virtual Private Network (VPN) connectivity to get into WebTADS, they need to provide their desired inputs to the WebTADS Point of Contact (POC) (the Branch secretary) or their supervisor for completion.

There are circumstances where things might change on a timecard. If it appears that the timecard cannot be updated, the most likely cause is that the supervisor has already approved the timecard. Contact the Branch management to unapprove the timecard. Then the necessary changes can be made to the timecard. If Branch Management is unavailable and time is short, contact the Division Office for further assistance.

Holiday Pay

Holiday hours are automatically populated on timecards for 8 hours. If the employee is on a flexible workschedule and the Holiday is the employee's usual 9 hour workday, it will need to be reflected as their 8 hour day for that pay period. This is because by Office of Personnel Management (OPM) regulation an employee can only be paid for 8 Holiday hours.

If an employee is required to work on a Holiday, they will receive Holiday pay. Holiday pay must be pre-approved by not only by the supervisor but by the Division. Prior to inputting a Holiday work request, contact the Division office to see who is available to approve it. Then complete an overtime request for Holiday Worked and choose the correct individual as approver. Then add a new project to the timecard. To do this, add a new a project number to the timecard as the work must be tied to a WBS. Even if it is the same number that is already on the employees timecard it will still need to be added with the annotation of "HW-Holiday Worked" from the drop drop-down that says "REG". Do not remove the original 8 hours of Holiday pay that was automatically populated, and input the number of hours worked in the new HW row on the timecard. If an employee is required to work more than 8 hours on a Holiday, they can request compensatory time for any hours over the 8 hours.

If an employee chooses to travel on a Holiday, they will not receive Holiday pay above the normal Holiday pay. They can however request Travel Compensatory time for any hours over 8 hours Holiday pay per the rules for earning travel compensatory time.

Leave

Annual

Annual leave is to be pre-approved by the supervisor. There are very rare cases when the leave might be denied due to mission requirements. Leave requests/slips need to be input in WebTADS at least the day before the employee wishes to take it. This gives management notice that the employee intends to be out and provides them the opportunity to provide any backup that might be needed. This also gives Division/Directorate personnel a tool to find out if an employee is in or not if their Branch management is not available.

Sick

When an employee is sick, they are required to call the supervisor within 2 hours of their scheduled arrival time. If they have a scheduled medical appointment, the leave request should be input into WebTADS as soon as possible.

Administrative

Any time administrative leave is authorized by the Center (usually due to weather); the leave category of XLV – Excused Leave will need to be annotated on the timecard. Note that if the employee has regularly scheduled leave or scheduled teleworking for that timeframe, they will not be able to use XLV for the specified timeframe unless they where unable to telework due to conditions caused by the reason for XLV (i.e., the weather caused their electricity to go out). If there is sufficient time the XLV category may be automatically populated onto the timecard by WebTADS administrators. If it was not automatically populated, then employees will need to add it. See instructions above.

Court

If an employee is called to serve jury duty or is summons to court by a City, State or Federal Court they need to use Court Leave on their timecard. If it is a civil case the employee will not be able to use Court Leave. The employee needs to provide a court slip stamped by the court to the POC or supervisor for submission to payroll. Add Court Leave (CL) to the timecard and charge any hours to it.

Employee Express

Employee express is a Government Website that NASA subscribes to which is used to update personal information about an employee. The password will be mailed to the employee's address on file. This can take up to 30 days. If an employee has not received their password, in 30 days, they need to contact the Office of Human Capitol Management. The Website is: www.employeeexpress.gov The Login ID is the employee's social security number, unless they change it. Employee Express can be used to view or update the following information:

Leave & Earning Statement
Direct Deposit
Disability Update
Allotments
Ethnicity and Race Indicator
Federal Employee Health Benefits *
* (can only be changed for life altering events within 60 days of the event or during open season Mid-November to Mid-December)
Federal/State Taxes
Home Address
* This cannot be used to move from one State to another. Contact payroll at 6-8045 to update an address
Saving Bond Allotments
Thrift Savings Plan (TSP)
Emergency Contact Information – The LISTS monitor can also update this information.

Overtime

Goddard's overtime guidelines are available on the OCHM Website. AETD is currently reviewing their overtime policy. If overtime guidance is need, ask the supervisor.

Compensatory Time

Compensatory time can be earned in lieu of overtime. Compensatory time needs to be pre-approved. Up to 20 hours can be approved by the Division office, be sure that the Branch office is aware of the request, then call the Division office at 6-8623 to find out which manager is available to approve the request. Be sure to select the correct approver. Compensatory time over 20 hours must be approved by the Directorate. Be sure that both Branch and Division management are aware of the request then call the Directorate office at 6-6218 to find out which manager is available to approve the request.prior to submission to the Directorate. Compensatory time requests are input via WebTADS. Note that no employee can earn more than a GS-15, step 10 makes in any pay period. If the compensatory request take the employees pay over that amount, then the payroll office will adjust the amount of comptime earned accordingly. All compensatory time earned (travel or regular) needs to be used within 26 pay periods of being earned or it will be forfeited.

Travel Compensatory Time

When traveling outside of normal duty hours; on a weekend or late in the evening when an employee has already worked a full day, they can claim Travel CompTime Earned (TCTE). Rules and examples can be found on the Office of Human Capitol Management (OHCM) Website. Whenever possible, this time should be requested in advance with the supervisor. Input an overtime request using WebTADS for TCTE Travel Comptime Earned and choose the supervisor for approval. Then add a new project number selecting the correct project WBS and selecting the hour type of TCTE - Travel Comptime Earned in WebTADS. Like before even if the WBS is already on the timecard a new hour type for that WBS will need to be charged to.

Credit Hours

Credit hours can be earned in those situations where an employee is not authorized for official compensatory time, but needs to complete urgent work. Credit hours must be approved by the supervisor. An employee can only have 24 credit hours on the record at any given time. The same rules of not earning more than a GS-15, step 10 apply.

Payroll Quick Reference

Compensatory time

Employee Express For Leave & Earning Statements, Direct Deposit, Disability Update, Allotments, Ethnicity and Race Indicator, Federal Employee Health Benefits, Federal/State Taxes, Home Address, Saving Bond Allotments, Thrift Savings Plan (TSP), Emergency Contact Information

Leave/Attendance Contact the supervisor

LISTS monitor (Locator & Information Services Tracking System)

Overtime guidelines

GSFC Payroll x6-5141
Travel Compensatory Time
WebTADS x6-4436

PERSONNEL ACTIONS

General

Most personnel actions will be initiated by Branch Management and completed by the Division Administrative Officer. The two exceptions are Name Changes and Retirements. Be sure to inform Branch Management if processing either of these actions.

Name Change

The NSSC processes requests for name change personnel actions. The NASA People Website provides an extensive listing of items to consider if the name change is due to a marriage. It is recommended that employees review this information, prior to contacting the NSSC at 1-877-677-2123. After the name change has been processed by the NSSC, the employee will still need to contact GSFC Security office to update their GSFC badge which will in-turn produce updates in LISTS (Locator & Information Services Tracking System) and X500 (employee directory).

Retirement

To start processing for retirement, start by talking to the supervisor. Retirement actions are now handled by the NSSC. Further information is on the NSSC Website. To start the process call the NSSC at 1-877-677-2123.

Emeritus Program

The Emeritus Program at Goddard provides some employees the opportunity to continue their work on a voluntary basis after retirement. To apply for this program employees need to have sponsored work. They need to coordinate this with their supervisor, a manager, or a point of contact in a project/mission that they would like to donate their services to via the Emeritus Program. The form and details are available in the benefits area of the OHCM's website.

Quick Reference

Name Change
Retirement
GSFC Emeritus

PROPERTY

Awareness

All employees should be aware of Government purchased property whether it is a $30 item or a $1 million item. Particular attention is necessary if there is a NASA Equipment Control Number (ECN) on the item. This metal tag states "Property of U.S. Government", a NASA logo, a bar code, and a number.

If it has an ECN tag on it, it is a traceable piece of equipment that must be kept track of. Do not under any circumstances remove this tag, move the equipment, alter the item in any way until the proper owner and paperwork has been completed. Contact the Branch property custodian or Management for proper procedures. A list of current property custodians is located on the Code 270 Website.

If the item does not have an ECN, it was still purchased with Government money and should still be turned into a property custodian for proper disposal. Common sense and judgement will need to be exercised. A pen that is out of ink can be thrown away, a disk for a program no longer in use, etc. A computer monitor or chair should be turned in for excess. Do not hesitate to contact the Branch property custodian if unsure.

N-PROP

N-PROP is NASA's newest property tracking tool. All employees have access to N-PROP. It is very user friendly. To access the system and see what property is assigned to them all that is need is the Agency User ID (AUID) and IdMAX password. If an employee does not know their AUID or password, go to the IdMAX Website and follow the simple instructions provided. N-PROP also gives an employee the capability to run reports. This feature can run a report of property that is listed in an employee's name and it is also useful to look up an ECN on an item found. Employees can look up the ECN for this item and find the owner. They can also their property custodian with the ECN information and location if they do not want to be responsible for the item.

Moves/Transfers

Do not move, transfer or loan any property tagged with an ECN on it without contacting the proper property custodian. To find out who owns the property, either use N-PROP to look it up or annotate the ECN and contact the property custodian.

Excess

When a ECN tagged item is no longer required, it needs to be turned in for excess as soon as possible. This enables the property office to either redistribute it to another user who needs the item or get the most value for the item on resale. The process can be initiated by the owner in N-PROP or the property custodian can assist. Be sure to get the reciept signed by the property employee who picks the item up. Do not under any circumstances leave property in an unsecured area.
There is a locked storage area in every building, contact the property custodian for this locked location if necessary.

Lost or Stolen Property

Report any missing/stolen property to the security office immediately upon discovery. Then contact Branch Management and the Property Custodian. If it is a computer, the Division CSO will also need to be contacted. If it was an ECN tagged item, the responsible owner will be required to fill out a Property Survey Report, NASA Form 598.

Property Quick Reference

List of Property Custodians
N-PROP
Property Survey Report NASA Form 598

TELEPHONES

General Policy

Each employee is given an extension for any work-related calls local or long distance. Personal calls both local and long distance are allowable within reason. As stated in NASA Policy Directive NPD 2540.1F, Personnel Use of Government Equipment including Information Technology. *"Communications infrastructure costs such as telephone or airtime charges, telecommunications traffic, etc. However, an authorized personal long distance toll call may be made at Government expense to locations within the local commuting area to speak to a spouse or dependent (or those responsible for their care), to reach a number only available during working hours (such as a local government agency, physician, or dentist), or to arrange for emergency repairs to the employee's residence or property."* Any other long distance personal calls an employee might need to make should be charged to their personal calling card and kept to a short time period so as to not interfere with work.

If a booklet on the functions of a telephone instrument is needed, contact the telephone coordinator.

Moves

As work situations change, many employees like to have their extension moved to their new location. These moves cost the Division. Be aware that there may be times when the Division does not have funds available to move a phone. i.e., funding is usually very limited in the September/October timeframe as one fiscal year ends and the next begins. If an extension needs to be moved, contact the Division telephone coordinator.

Provide them with the following information:

1. The extension number.
2. Move from Building/Room number.
3. To Building/Room number. Note if there is already an extension in this location, if there is provide the number and guidance on what will be done with this extension. i.e., disconnect, move to another location.
4. The cable or jack number, if it can easily seen, if not provide a really drawing of the room with an X marking the desired location.

5. A suggested date for the move, keeping in mind that the contractor is provided 7 to 10 days to move an extension.

Voicemail

Most extensions have phone/voice mail capability. There are several servers where voicemail is maintained. A remote access telelphone number will be provided upon installation of a new telephone. If an employee is using an already installed phone, contact the telephone coordinator for this information. To access voicemail from somewhere besides the assigned instrument, dial the number provided and follow the instructions. If it is long distance to call the number provided there is a toll free number 1-877-776-4117. Note that the remote access number is still required.

Repairs

If a telephone is not working properly for any reason, on Goddard call the trouble line at 6-5046 and at Wallops dial 7-4357 and report it. Before calling, have a number of someone who can be contacted who can relay information about the extension to the right person. The telephone should be repaired within 24 hours. If not, contact the Division telephone coordinator for further assistance.

Telephone Quick Reference

NPD 2540.1F, Personal Use of Government Equipment including Information Technology
Telephone Coordinators
Repairs
GSFC -- 6-5046
WFF -- 7-4357

TELEWORKING

Telework Policy

NASA's Telework Desk Guide link in WebTADS has a link to NASA's Agency Policy and Goddard's teleworking policy is available from the OHCM website Family and Worklife section.

General

There are 3 types of teleworking. All are subject to management approval. To start the process contact the supervisor to take advantage of this flexibility.

1. **Regular** – Teleworking one or more days out of the work week, but report to worksite at least one 8-hour day of the workweek.
2. **Intermittent** – Teleworking on an irregular basis.
3. **Virtual Workplace** – Available for suitable employees in positions necessitating presence at regular business worksite only for occasional meetings and commitments.

Teleworking agreements are entered in WebTADS. There are 2 categories in WebTADS for submitting a teleworking agreement. Each can apply to any of the 3 types above.

1. Episodic – This is when the employee will not have regularly scheduled days to telework, but will work on a supervisory approved occasional basis.
2. Core – This is when the employee will have a regular schedule of specific days that they will not report to the office, but work from their designated location.

To input a teleworking agreement, click on leave balances and scroll down about half way to Telework Agreement Request. Options for completing telework request for both Episodic and Core telework are available. Be as detailed as possible about the work that will be performed when teleworking. Employees can also veiw any pending and historical teleworking agreements

Teleworking Quick Reference

Policy
WebTADS

TRAINING

General

Employees should discuss any training requirements with their supervisor. Sometimes the Project will ask that an employee attend a certain class. These requirements should still be discussed with the supervisor. Once the specific course is determined and confirmed by all parties involved, the employee is responsible for inputting their training request into SATERN (System for Administration, Training, and Educational Resources for NASA). How to get a SATERN account or reset a password.

New Civil Servants

New NASA employees need to either call the SATERN Help Desk at 877-NSSC-123 (877-677-2123) or send an e-mail to nasa-satern.support@nasa.gov to receive login information.

If an employee needs their password reset, go to the SATERN Website and click on the link below the login box. They will need to know their User Name. Their password will be sent to their email.

GSFC Offered Courses

Goddard offers some classes that are at no cost to the Division. Notifications for these types of courses are usually sent out to all employees directly from the training office. Employees need to discuss desired attendance with their supervisor as these courses still need to be approved by the supervisor. Once approved, register via for the course via SATERN.

Elective/External

The first step in elective training (training an employee wants to take to keep current, learn a new skill or learn) is to get the supervisor's approval. The supervisor will help the employee select the course that pertinent for their unique situation and confirm that funding is available. Be sure that if the training is not in the local area that there are travel funds available to cover any expenses. SATERN offers a wide variety of online courses. Use the catalog search in SATERN to find a course needed. To sign up for these courses, click the "add to learning plan", go to the learning plan, and take them when convenient.

If the appropriate training course through SATERN online, search for right course through a vendor of choice. After confirming attendance with the supervisor, fill out an external training request in SATERN. Be sure to be as detailed as possible when filling out this form. The NSSC will register employees for the class using this information. The more details given the less time it will take for the NSSC to register the employee. Employees will receive automatic approval emails from SATERN as their training request progresses in SATERN. DO NOT attend any training if approval from the NSSC has not been received. To check status of a training request contact the training office at x6-5400.

Required or Mandatory Training

All required/mandatory training will be added automatically to employee's SATERN Learning Plans. Required training is training that is mandated by NASA or Goddard. Mandatory training is training that is mandated by an Executive Order, Directive, Federal Statute or Regulation for all employees government-wide. Once on the Learning Plan, employees and supervisors will receive automated emails from SATERN reminders of the pending deadline. The Division Office will track progress and send additional reminders. If an employee does not complete the required training by the deadline, without a reasonable explanation, it is considered misconduct. The consequences are defined in Goddard Procedural Requirements (GPR) 3410.4, Required and Mandatory Training including Consequences for Non-Completion.

Academic Programs

The Center has one call for Academic Programs per year usually in September. There are 3 programs.

Under Graduate Study (USP)

Employees seeking participation in the USP must:

a. Be a civil service employee on a permanent, term, or NASA Excepted Employee (NEX) appointment (Employees on a temporary appointment are ineligible);
b. Have worked at NASA as a civil service employee for a minimum of one year by December 31, of the year of application (co-op time acceptable);
c. Not be enrolled simultaneously in any other Center-funded academic or development program (excludes Mentoring Program);
d. Be accepted into an accredited college or university;
e. Have completed 6 semester hours of college credit with a GPA of 2.5 on a 4.0 scale or 3.1 on a 5.0 scale;

f. Submit a completed online application; and
g. Submit sealed, official transcripts.

Part-Time Graduate Study (PTGS)

Employees seeking participation in the PTGS must:

a. Be a civil service employee on a permanent, term, or NASA Excepted Employee (NEX) appointment (Employees on a temporary appointment are ineligible);
b. Have worked at NASA as a civil service employee for a minimum of one year by December 31, of the year of application (co-op time acceptable);
c. Not be enrolled simultaneously in any other Center-funded academic or development program (excludes Mentoring Program);
d. Be accepted into an accredited college or university;
e. Have attained an undergraduate degree with a GPA of 2.9on a 4.0 scale or 3.6 on a 5.0 scale;
f. Submit a completed online application; and
g. Submit sealed, official transcripts.

Study Fellowship Program (SFP)

Employees seeking participation in the SFP must:

a. Be a civil service on a permanent, term, or NASA Excepted Employee (NEX) appointment at the GS-11 level or above;
b. Have worked at NASA for one year prior to December 31, of the year of appointment;
c. ***Not*** be enrolled simultaneously in any other Center-funded academic or development program;
d. Submit a completed online application;
e. Submit sealed, official transcripts;
f. Submit supplemental requirements for proposal; and
g. Undergo panel interview.

Further details are available on the GSFC Website.

Leadership and Management Development (LMD) Courses

There are two Leadership Development Management call per year. To be considered for these courses an employee must complete the nomination form and submit directly to the person identified in the call within the deadline on the call. Nominations are reviewed by a Center wide panel that determines who will be approved for each of the classes available. Just because a nomination is input does not mean that the employee will be able to attend the class at this time. They can always reapply when the next call comes out. Discuss any desired LMD training during during performance, planning, development discussions, mid-term, or appraisal review with the supervisor. The supervisor will help guide employees to take the courses that will help them attain their career goals.

Training Quick Reference

Academic Programs
GSFC TRAINING OFFICE x6-5400
Division Training Coordinator x6-8623
Mandatory/Required GPR

SATERN 1-877-677-2123

TRAVEL

General

The first step to being authorized official travel is to confirm the request/requirement for travel for official business with the supervisor/project lead. Discussion should include verification of dates, purpose, and funding source for this trip.

Government Travel Credit Card

The first step after approval, if an employee has never traveled before, is to apply for Government travel credit card. Note that this card is the employees responsibility to pay in full upon receipt. It is not mandatory that to apply for this card. If an employee would like to apply for one, call the travel office at x6-5910 to request a credit card application. The travel office will email or fax the form for completion. The completed application can be faxed, mailed, or as there is a lot of personal information on the form, hand carried to them. If a new credit card is not received prior to the travel, the employee can use a personal credit card for most expenses like hotel, rental car, meals, etc., but for airfare they will need to use the Centrally Billed Airfare (CBA) with the travel contractor. Use of the CBA will need to be annotated for approval in their travel. If it is not noted in the travel authorization, a ticket cannot be issued until the authorization is amended to reflect CBA which can delay the trip.

Travel Manager Access

The next step is to be sure that they have access to Travel Manager . If not, now is the time to get an application processing as this takes several days. The employee will input a request in NASA's IdMAX (Identity and Access Management Tools, formerly NAMS (NASA Account Management System)). This will give the employee the ability to log into Travel Manager and electronically sign their voucher for prompt reimbursement. Vouchers are due within 5 days of completion of a trip. The IdMAX system can be a little confusing, especially if it is the first time. If any problems arise, call the Integrated Enterprise Management (IEM) help desk at x6-4436 for assistance. To make travel arrangements (Transportation, accommodations, rental car, etc.) contact the NASA Travel Contractor.

NASA Travel Reservations Center

All travel arrangements should be made through the NASA Contractor. The current contractor is CI Travel . They can be reached by phone at 1-800-287-9027 or via their Website.

If the reservation center tells tells an employee that they need some sort of special approval, i.e., non-contract air carrier, lodging over per diem, or upgraded rental car, etc, be sure to convey this information to the travel preparer. If this information is not included in the travel authorization, as required, it could delay processing of ticketed transportation, or complicate voucher reimbursement. The employee will receive an email with complete details of their itinerary. Review it carefully. If everything is in order it is time to contact the travel preparer to input the authorization into Travel Manager.

Travel Authorization Preparation

The travel preparer, usually the secretary in the Branch or Project, will need at least 1 week in advance:

a. Itinerary from the NASA contractor
b. The purpose for the trip. Examples: Attending a class, Technical Managers Training or Providing launch support to GLAST mission.
c. Funding/Accounting information:
   If project funded, provide the preparer a "Travel Label" (Example: D7364662010804060208CASX22009D) and "Travel Manager Routing" (Example: 580A or 423P) unique to this project. The project administrative or resources personnel should be able to provide this information. If Branch funded, then the Branch preparer will have this information.
d. Mode of transportation to/from airport, train station, etc. (can be via privately owned vehicle (POV) (Which includes POV mileage rate to/from the airport and parking of the POV at the airport), taxi, or even a ride from a friend or family member (in this case, reimbursement will be paid roundtrip from the point of origin (residence or duty station) to the airport and from the airport to point of origin upon return).
e. Any other information about possible expenses, i.e., parking at the hotel, highway/bridge tolls, etc.
f. Any special instructions or variations in the itinerary. i.e., excess baggage for equipment needed, larger or 4-wheel drive rental vehicle due to extra passengers or rough terrain, personal days at no cost to the Government, etc.
g. Be sure to provide the preparer with the actual location of the function. Many times the only information they have is the airport of arrival. It is possible that the location is an hour away from the airport. If not specified, the authorization could have the wrong per diem and the employee may not get their full entitlement.

If available, the employee should download the tax exempt form for the City/State to which they are traveling, prior to departarture.

Per Diem

Per Diem is the cost allowed by the Government for Lodging, Meals, and Incidentals (M&IE). This is set by the Government Service Agency(GSA) for all Agencies Governmentwide. The Travel Reservations Center will provide per diem for the travel location. Per Diem is also available on the GSA Website. Be sure the drop down has the current year. Click on the State being traveled to and locate the city. If the city is not listed, check the county listing. To do this, open the State page, and then click on the link titled, "National Association of Counties (NACO)" website at the top of the page. If neither the city nor the county is listed, the standard Continental United States (CONUS) rate will be used and is listed at the top of the State page in the gray box. The travel reservation contractor should make sure that reservations for lodging are within the per diem rates for the area. If it is not, the employee will be notified when their reservation. If lodging is over the Per Diem rate, it may be possible to provide actual costs. Contact the travel approver for verification. Then inform the travel preparer that additional funding needed for lodging. Indicate to the travel preparer of any meals that might be provided. This is usually when meals are provided by a conference, training session etc. This will alter the M&IE allocation. This can be done either during travel authorization or voucher processing.

International/Foreign Travel

There are several things that need to be done differently for International travel. International travel must be submitted at least 30 days prior to departure. This is due to the fact that all International travel must have U.S. State Department clearance and needs to be processed through NASA Headquarters. Additional information is also needed. Two points of contact are needed. One at NASA Headquarters in the office that supports the purpose of the travel, and one in the country being traveled too. The in country point of contact must have a company name, phone number, and an email if available. An address is also appreciated, but not necessary.

Travel Voucher

After official travel is completed, a travel voucher must be completed within 5 days of return. Provide the travel preparer with receipts. They will need to know the number of miles to/from the transportation departure point (airport, train station, etc). A receipt is required for any item over $75.00, and requested for anything else that can a receipt can be provided for. There is a travel voucher form available on the Travel Manager Website for use if desired. Travel Manager does not send an email to reminder vouchers is awaiting an employee's signature. The preparer should contact the traveler informing them that their voucher is complete and awaiting their signature. If the traveler has not heard from the travel preparer within 2 days, they contact them to determine the status of the voucher. The traveler is required to electronically sign the reimbursement voucher in Travel Manager. The travel needs to review the voucher carefully as their electronic signature verifies that the expenses are correct. If the traveler noticies any discrepancies, the should contact the travel preparer. If the traveler has not been paid within 10 working days of their electronic signature in Travel Manager, the should contact the travel preparer for status of the voucher.

Travel Regulations

The Federal Travel Regulation (FTR) generated by the GSA is the main document governing all Federal Government travel. NASA's Financial Management Requirement, Volume 12 is NASA's supplement to the FTR. For further guidance on travel contact Branch management, Division Management, or the Travel Office.

Travel Policies

AETD's travel policy is located on the AETD webpage.

SED's travel policy will follow AETD's travel policy with the following added stipulations:

1. All travel requests will be coordinated through Branch Management whether the trip is Branch/Division or Project funded.

2. All travel arrangements will be made through the contracted reservation center.
3. Any travel for the purpose of presenting, whether it is a paper or an informational presentation on a specific subject, must have a signed, approved NASA Form 1676, NASA Scientific and Technical Document Availability Authorization (see Papers and Publications above) prior to being input into the travel authorization system. This process usually takes anywhere from 2 to 4 weeks to complete.
4. Under normal circumstances, the travel preparer will be given at least 1 week notice of pending travel. At this time the travel preparer should be given all of the necessary information to get the travel authorization prepared to include:
   a. Itinerary
   b. Funding/accounting
   c. Routing information
   d. Mode of Transportation to/from airport
   e. Any other expected travel expenses

Troubleshooting Travel Manager

Password Reset

To get a password or signature PIN for travel manager reset, contact the IEM help desk at 6-4436. They will either reset the password on the spot or if too long a timespan has passed since used, assist in inputting a request through NAMS/IdMAX for reinstatement.

Incorrect Information

Anything that is not correct in the travel authorization or voucher can be corrected. Be aware that it is better for it to be right in the first place for timely reimbursement of the trip. Employees are not required to sign off travel authorizations, but they can log into Travel Manager at any time to review it. Contact the travel preparer for any corrections.

Fail During Signature

When the voucher is correct and the employee is electronically signing the voucher most voucher show a status of “FAIL” at the top. This does not mean that there is anything wrong with the voucher. It is a poor choice of words. A better word would be flag. It is nothing more than a flag to the approving official that something is a little different about this item. Scroll down the list details are in the comments field. This is to flag the approving official to review the item closer, just click continue.

Quick Travel Reference

AETD’s travel policy
CI Travel 1-800-287-9027
IdMAX 1-866-419-6297
FTR Federal Travel Regulation
NASA’s supplement to FTR
Per Diem (GSA)
Tax Exempt Forms
Travel Manager x6-4436
Voucher Form